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# 40 C.F.R. § 264.1316

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## Informal fee dispute resolution.

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- (a) Users of e-Manifest services that believe their invoice or charges to be in error must present their claims for fee dispute resolution informally using the process described in this section.
  - (b) Users asserting a billing dispute claim must first contact the system's billing representatives by phone or email at the phone number or email address provided for this purpose on the e-Manifest program's website or other customer services directory.
- (1) The fee dispute claimant must provide the system's billing representatives with information identifying the claimant and the invoice(s) that are affected by the dispute, including:
- (i) The claimant's name, and the facility at which the claimant is employed;
  - (ii) The EPA Identification Number of the affected facility;
  - (iii) The date, invoice number, or other information to identify the particular invoice(s) that is the subject of the dispute; and

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